

# VITAL SIGNS



VOL I No. 7

Naval Regional Medical Center, Orlando, Florida

1 June 1979

## ANNIVERSARIES

### NURSE CORPS

On 13 May, the Navy Nurse Corps celebrated their 71st anniversary. The formal cake cutting ceremony was held in the dining room. Ensign Mary E. Wynn, NC, won the honor of official cake cutter by reason of being the most junior officer present. Captain Zimble gave his anniversary greeting and Captain Redgate passed on the greetings from Admiral Conder, the current Director of the Nurse Corps.



### HOSPITAL CORPS

On 17 June, the Hospital Corps will celebrate their 81st birthday. The Hospital Corps, of the U.S. Navy, came into existence as an organized entity of the Medical Department by an Act of Congress approved 17 June 1898.

The exploits of heroism exhibited by members of the Hospital Corps has become a matter of history. The Hospital Corps received 820 major awards for meritorious service, including 7 Medals of Honor and 52 Navy Crosses during WW II. The same heroic, dedicated service has been a hallmark of the Corps down thru the years.

To celebrate the birthday, an All-Hands Picnic will be held Friday, 15 June, at the Picnic Area adjacent to the Lake-mont Gate at NTC, from 1300 until?



### RESULTS!

The results are in from the March advancement examinations..... and all we can say is that the NRMCM staff really RATES! There were eighty-one men and women tested for advancement to E6, E5, and E4. Out of that total, there were NO FAILURES! That is an outstanding accomplishment. Of the eight taking the E6 exam, there were four selected (including one DT). Thirty-eight were tested for E5 and of that group, ten were selected. In



### WOW!

the E4 category, there were thirty-five hopefuls and there were thirty-four selected. A truly remarkable record.

We congratulate this outstanding group of diligent, studious and ambitious men and women of the Hospital Corps for this extraordinary demonstration of the way to climb the ladder of advancement in the United States Navy.





Congratulations To Our Reenlistees

HM2 N. F. Harding - 11 May  
 HM2 R. L. Wimmer - 9 May  
 HM1 G. A. Coy - 21 May  
 HM2 A. R. Mayo - 25 May  
 HM2 D. R. Woodburn - 30 May  
 HM3 V. L. Lofaro - 8 Jun  
 HM2 B. K. Pepper - 15 Jun  
 HM3 J. B. Perry - 25 Jun  
 HM3 L. A. Brown - 25 Jun

Wedding Bells

HN Billy and HN Marsha Pearce were married on 12 April. The new husband is Senior Corpsman on Ward 9 and the new bride is assigned to Ward 10.

HN Vince and Lisa Paglino were married on 28 April. HN Paglino is assigned to Ward 9.

**WHOOOIZZIT??**

DO YOU KNOW THIS STAFF MEMBER??  
 (Answer on Page 8)

We're Sorry You're Leaving!

LT R. S. Hicks, MSC, to civilian life  
 LCDR P. H. Moser, MC, to NRMCMC San Diego  
 LCDR C. S. Riley, MC, to civilian life  
 LCDR R. T. Roy, MSC, to NARMCMC Pensacola  
 HN D. L. Felton to NSHS Portsmouth  
 HM3 W. Russell to NOSA, Yorktown  
 HM1 Quinones to USS GUAM  
 HN M. J. Nestlebush to civilian life  
 HM3 V. E. Clark to civilian life  
 HM3 V. L. Rippey to civilian life  
 HM2 N. F. Harding to Br Hosp Sigonella  
 HM2 B. K. Pepper to NSHS San Diego  
 HM3 B. F. Miotke to civilian life  
 HN J. L. Bass to civilian life  
 HMCS T. D. Crisp to Keesler AFB  
 HM2 M. A. Gayahan to USS INCHON  
 HM3 R. D. Brown to civilian life  
 HM3 M. Milburn to civilian life

We're Glad You're Here!

LCDR R. S. Panganiban from NRMCMC Okinawa  
 LTJG S. C. Rogers from NETC Newport  
 ENS C. L. Tucker from NTEC Newport  
 HN L. C. Booth from FMSS Camp Lejeune  
 HM3 J. P. Higgins from NSHS Portsmouth  
 HM2 E. L. Wiley from NRMCMC Great Lakes  
 HR K. E. Owens from NSHS San Diego  
 HR E. T. Winkler III from NSHS San Diego  
 HM2 W. B. Trimble from NAC Orlando  
 HM1 M. F. Dale from NRMCMC Clinic, Hawaii

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## RAMP

## PAGE!



By HN Eileen Kehoe, USN

### Why is the Navy having a retention problem?



HM2 A. Ferguson, Patient Affairs: I think the Human Resource Management part of the Navy is still using the old way of telling people what they need to have. Today, they need to take care of the personal needs and they need to realize that if the personal aspects of peoples' lives are taken care of, they are more likely to do better and want to stay in the service. For example, being more concerned when transferring married couples and keeping them together.



HMC R. Wida, Radiology: There are a host of reasons that effect retention. One that we currently face is Navy personnel being required to be highly skilled and sometimes over-specialized, making it more difficult for the government to meet the financial cost of retention.

HM1 W. Tedin, Educational Services: The lack of a bonus might be one reason but I think they just are not aware of the programs that are open to them. A lot of people judge the Navy by their first duty station, not realizing what the rest of the Navy is really like.



HN D. R. Kimball, Nursing Service: I think it is because a lot of Corpsmen get discouraged because they get stuck in one place for so long. They have to stay an entire enlistment at one command and they don't get to see anything; especially the ones stuck in the States. Shift rotation is bad. Everyone gets tired of it but that is the only way you can staff the wards.







## SHIPMATE SIGNALS

By HMCM(SS) R. C. Clements, USN

### CONTACT POINT MANAGEMENT

Contact point management is the management of those people who provide a customer service. The initial contact with a potential customer can be anyone from the personnel clerk, housekeeper, medical records technician, supply clerk, commanding officer, or the information desk receptionist.

How This Customer Sees You. There is an old adage which states that, "First impressions are lasting ones." The most important key to contact point management is attitude. The initial attitude that is displayed to the potential customer will eventually result in satisfaction or dissatisfaction. It is extremely important to create a harmonious relationship with a potential customer in order that conflicts and frustrations are limited.

The Medical Department is a people service-oriented provider. Anytime we, in the medical profession, can create a positive attitude with the initial contact we make with our customers, whether they be patients, staff, visitors or someone seeking directions, we initiate a lasting impression as to how we are perceived which is extremely important. Sure there are times when this is not possible; however, if we orient ourselves to making a good first impression, a lasting impression to the people we deal with on a day to day basis, our personal reputation, the reputation of our activity, and the reputation of the Medical Department will be a good one.

### Keys to Good Contact Point Management.

When giving information insure that the directions are understood, and if difficulty is encountered, inform the in-



Federal Women's Program  
By Carolyn Smith, NRMCM's FWPM

### SOMETHING'S WRONG!!!!

Attendance at the In-House Programs has been dropping. These programs are especially planned for the benefit of all civilian employees of the medical center. Get one or more of your fellow employees to come with you to the next one. You will find them educational and enjoyable. Suggestions and/or contacts for future programs will be greatly appreciated. Maybe YOU would like to present a program! Let me know.

LCDR Carlton presented our last program on the "Heimlich Maneuver." The program was very informative and a value for all to know. Amazingly, there were three of our staff members present who had their lives saved by this method. How thankful they are that someone else took the time to learn this life-saving technique!

We will be having another Captain's Call in July..... so start thinking about your questions and get them in to me.

dividual to return to you and you will be happy to assist them again.

It is the responsibility of the first contact point to see that the person gets proper information and gets to where he has to go without delay.

A polite, pleasant and service-oriented atmosphere is the responsibility of each person in a contact point position.

Be a good listener.

Be aggressive, be correct, and SMILE.

Treat people as you would like to be treated.



**NURSING****SERVICE**

CDR N. J. Stewart, NC, USN

**ARE YOU A WINNER?**

Are you a winner or a loser? Many times during the past week I have heard people say, "I never win anything" or "What is the use of trying, it doesn't do any good anyway!" You can hear this type of response on any range of topics from taking a chance on Navy Relief to accomplishing a task on the ward. On the opposite end, we have the individuals who expect, and will achieve, favorable results from their efforts. These are the people who possess the first, most identifiable, quality of a winner or achiever: positive self expectancy. Positive self expectancy, as defined by Dennis Waitley, is just plain and simple optimism and enthusiasm. Dennis Waitley, by the way, is a world renown psychologist, rehabilitation coordinator for returning POW's and psychologist for Apollo Moon Program astronauts. He has stated that there never has been a winner who did not expect to win. In other words, we become what we fear and we are what we expect.

How can we change our fears into positive self expectancy? Dennis Waitley suggests:

1. Look at your problems as opportunities and search for the favorable aspects of every situation.
2. Learn to stay relaxed and friendly no matter how much pressure and tension you are under. Calmness and courage are learned habits and there is no better way to learn a habit than by doing it.
3. Instead of griping, try praising; instead of being unhelpfully critical, try being constructively helpful.
4. Get excited and enthusiastic about your own dreams. It's the excitement that carries you through any setbacks you may encounter. Positive self ex-

pectancy is the key to health, happiness and it puts a favorable inclination toward every goal you set. It is the attitude of inner faith that generates the inner drive (positive self motivation) into action.

## **JUNIOR NURSE OF THE YEAR**



**LT Hector Quiles**

LT Hector Quiles, NC, has been selected as NRMC Orlando's Junior Nurse of the year for 1979. With his selection for this honor, LT Quiles will receive a cash award. This award is donated each year by Captain George W. Taylor, Jr., MC, USN (Ret.), former Commanding Officer of this hospital.

The Junior Nurse of the Year is selected by majority vote of all the junior nurses at this command.

LT Quiles reported to this command for duty on 16 November 1976 and is presently assigned to the Emergency Room.



## **FLAG DAY**

## **14 JUNE**

**Come out for Morning Colors**

**0800 - BLDG 3000**





## Chaplain's

## Comments

By LCDR W. E. TUMBLIN, CHC, USN

"God grant me the serenity to accept the things I cannot change, courage to change the things I can, and wisdom to know the difference."

Reinhold Niebuhr

This prayer is well-known today. It captures and expresses truth about accommodating ourselves to illness, excuses, and the "I'm gonna have it my way regardless" lifestyle.

Some approaches to health problems can arouse our hopeful, active cooperation in the treatment process. But persistent denial of pain and crippling consequences in our lives leads us to keep up appearances too long. Sticking with our chosen therapy in dealing with needs of body and spirit can produce hardened helplessness. Slowly things begin to look lifeless and hopeless. This hopeless feeling constricts, controls, and finally confines us to living life from a prone position.

Good medicine and healthy religion continually search for the wisdom of knowing the difference between what we must live with and what will give us an abundant life.

In the Gospel of John, Chapter 5, a man is reported to have taken up refuge beside the pool of Bethesda. He needed treatment for a chronic condition described as "weakness." Jesus confronted him with the question, "Do you want to recover?" The man described his helpless situation poolside, revealing a sense of hopelessness and frustration. Then Jesus demanded that the man participate actively in his recovery as he said, "Rise to your feet, take up your bed and walk."

Old, semi-comfortable ways of dealing with our health needs may not be productive. But Good News will demand that we change some of our ways.

PIPE . . . .

NINE



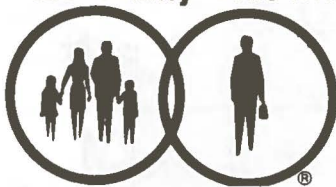
HMCM J. H. PHILLIPS, USN

NRMC NOW HAS A FAMILY OMBUDSMAN**Sandra Stockberger with HMCM Phillips**

Mrs. Sandra Stockberger has volunteered to serve as the Family Ombudsman for the staff of the Naval Regional Medical Center, Orlando. Sandra is married to John E. Stockberger, Chief Hospital Corpsman, who is the Assistant Chief, Human Resource Management Service. Sandra has had previous experience as Family Ombudsman with the USS VESOLE (DD 878). As an official representative of Navy families, the Ombudsman plays an important role in establishing and maintaining good communication between the command, members of the staff and their families. With her previous experience, Mrs. Stockberger has a good knowledge of the Navy organization, customs and responsibilities. Any staff member or dependent, who feels unfairly dealt with by the local command or any other government agency, may bring the complaint to the Family Ombudsman. One of the basic tenets of an ombudsman program is that the ombudsman should only accept grievances that merit consideration. Individuals must first utilize the channels already in existence. If these channels do not produce satisfaction, THEN the family ombudsman sets the wheels of the program in motion. Mrs. Stockberger may be reached by calling the NRMC Information Desk at 646-4313 or 646-4314. If there are any questions concerning the Family Ombudsman Program, contact the Command Master Chief, X5973.



## the Family Line .....



By CAPT C. Victor Romano, MC, USNR

### NRMC CELEBRATES ARMED FORCES DAY!

The Family Practice Service, with an able assist from other medical staff personnel, celebrated Armed Forces Day, 19 May 1979, in a unique manner. Once more, medical personnel have volunteered freely of their time to perform a meaningful service to their community. The volunteers arrived on 19 May at Bethune-Cookman College, Daytona Beach, to perform physicals on underprivileged children which will enable them to participate in a summer sports program. This program, National Youth Sports Program, under the auspices of HEW, provides supervised activities for needy children who otherwise would have nothing to do this summer. I wish to thank all those who participated and gave freely of their time and a special thanks to the Athletic Director of Bethune - Cookman, Mr. "Tank" Johnson, whose able assistance aided in this program. The staff is looking forward to next year when we will be more than happy to provide the same service. The following personnel took part in this community project:

CAPT J. Zimble, MC	HM2 S. Jackson
CAPT C. Romano, MC	HM2 S. Foster
LCDR L. Johnson, MC	HM2 J. Fausset
LCDR F. Isacc, MC	HM2 R. Cannady
LT J. Treharne, MC	HM2 W. Griggs
LT S. Condie, MC	HM3 L. Maahs
CWO2 R. Enderez	HM3 L. Brown
WO2 J. Bishop	HM3 M. Tinney
WO1 R. Woodruff	HN J. Pierce
CDR J. Wills, NC	HN D. Brunk
LTJG N. Bloom, NC	HN L. Halvorsen
LTJG L. Brown, NC	

### Family Line "QUOTES"

"Be ashamed to die until you have won some victory for mankind."

Horace Mann

### ALOHA

HMCS Joseph W. Phillips, USN, was transferred from NRMC Orlando to the USS BRYCE CANYON (AD-36) in January. We recently received this letter from him.

ALOHA, NRMC ORLANDO STAFF:

On 17 April, I was standing tall before the CO of the USS BRYCE CANYON who was saying "The Secretary of the Navy has awarded to HMCS Joseph W. Phillips, USN, the Navy Commendation Medal for meritorious service while stationed at the Naval Regional Medical Center, Orlando....."

My mind traveled to Orlando and the many people who had, in some way, made this award possible. No one receives any award without the hard work and support of many. To name all the personnel who did their part in making my assignments worthy of this award during my tour at Orlando would take lots of space and the recall that I don't have. But, I would like to take this space to say to the staff, both military and civilian, "thank you" for the hard work and the support that I received. I was happy to receive the award on behalf of you all.

HMCS J. W. Phillips, USN

### DR. ALETA BECOMES CITIZEN



Captain Zimble congratulates LCDR Elenita F. Aleta, MC, USNR, on becoming a citizen of the United States. The ceremony was held on 1 May at the NTC Chapel under the auspices of the Immigration and Naturalization Service.

Dr. Aleta reported for duty to the Medical Center on 25 September 1977 and is presently assigned to the Acute Minor Care Clinic.





# ASK THE SKIPPER



CAPT J. A. ZIMBLE, MC, USN

Question: Captain, I am concerned about a certain situation which should be brought to your attention. Several times when I have called a certain doctor about his patients on the ward, regarding orders or questions about management, he is either very gruff, sarcastic or worse. On one occasion, he told me specifically not to call him again that night about his patient, even though he had the telephone watch. I now feel very reluctant to call him again under any circumstances and don't know what to do.

Anonymous

Answer: Although this comment is unsigned, I think it warrants publication. There can be no place for such demonstrated lack of respect by a physician towards other members of the staff. As health care providers, who operate best as a coordinated team, such "staff abuse" as described above is truly inimical to good patient care. Intimidation leads very quickly to a total communication breakdown and the patient ultimately suffers with such communication barriers: a call is not made, a consultation is not requested, a medication is omitted, etc. Lack of genuine concerned help to one member of the medical care team by another will not be condoned. I recognize that there are times when one doesn't necessarily feel overly gracious and pleasant. After a full day in clinic and anticipating a busy morning schedule, one doesn't enjoy being awakened in the wee hours over what is felt to be unimportant. Nonetheless, that phone call comes with the territory. Turning off the caller insures not receiving a future, more important, call.

I therefore expect any future such impasse to be immediately corrected through referral to the MOD, the appropriate chief of service, the director of clinical services or me.



## CWA NOTES



By Joyce Sienia

The NRMCA Civilian Recreation Association (CRA) sends flowers to hospitalized employees. They also send flowers or contributions upon the death of an employee, employee's spouse, children, parents and/or other dependents. Notification should be made to one of the following CRA Board Members:

N. Dixon (Dental) X4235; J. Rodarte X4313; J. Hawkins X5270; or J. Sienia X5322.

## Birthdays

CRA BIRTHDAY GREETINGS TO: Bonnie Davis on 1 June; Inell Baldwin, William Taylor, Mary Yarbrough, Alice Wilson on 3 June; June Hicks on 5 June; Joseph Callender on 6 June; Flora Hendrickson on 8 June; Clyde Howard on 9 June; Carolyn Smith and Betty Wimberly on 10 June; Mary Graham on 14 June; Jessie Howell on 15 June; Albert Larrivee on 24 June; Barbara Biggie on 25 June; Carolyn Edwards on 26 June; Linda Bunker on 27 June; Mary Van den Heuvel on 28 June; and Tessie Martin on 30 June.

P.S. The CRA Committee is planning a SUPER event in the up-coming weeks -- keep your ears and eyes open -- it will be a guaranteed good time for all!



## WHOOOZZIT?



LT Ed Niec, MSC, USN

Chief of Outpatient

Administrative

Service